

### NORTHROP GRUMMAN

# Enterprise Integrated Safety Management (EISM) within the DOE: How an Enterprise Application helps Transform an Organization

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Michael Baghoomian 801-774-3007 Michael.baghoomian@ngc.com

### Agenda



- Vision of Enterprise Information for ISM
- Immediate Benefits and Business Drivers
- Other Customers Case Studies
- How Do We Get There
- Build the Business Case
- EISM Example

# Enterprise Integrated Safety Management (EISM) Vision





Transparency to All ISM Related Information Leading Indicators to Drive Improvement

### What is ISM

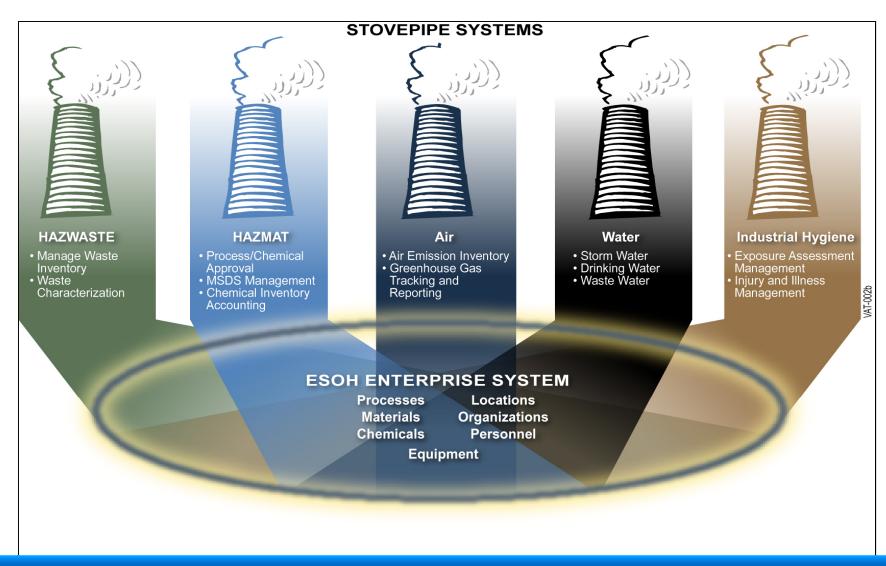


### Solution - An integrated EH&S ISM platform

- A web-based integrated solution for tracking, evaluating and controlling employee health hazards throughout an employee's DOE/NNSA career.
  - Provide DOE and contractor EH&S professionals, operational managers and supervisors with "real-time" data so that they may apply immediate options for reducing safety and health threats.
  - Provide employees with "real-time" EH&S data regarding their work environment and authorized work tasks.
  - Provide a consistent approach to work control that will reduce errorlikely situations.
  - Provide integrated information management system for IH, Chemical Management, Safety, Fire Protection, Emergency Management, Environment and Occupational Medicine.
  - Provide an electronic format for employee medical records

### Where Are We Today





Redundancy of Common Data Drives Expense and Error

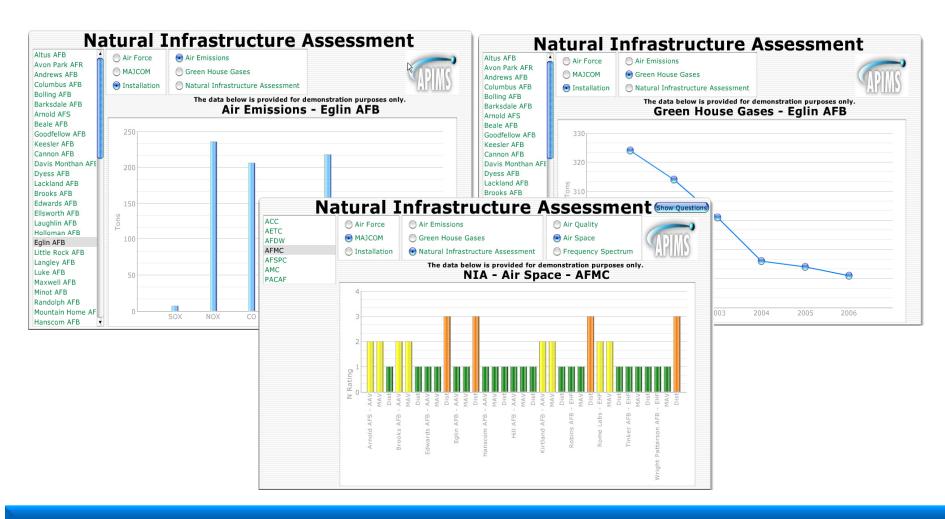
### **Business Benefits of Enterprise Information**



- An integrated EH&S Enterprise platform will...
  - Reduce Costs
    - Eliminate Data Redundancy
    - Increase Data Quality and Transparency
  - Improve management & control of worker hazards, chemicals, waste, etc
    - Lower loss time/Increase Productivity
    - Happy, Healthy Workers and Community
  - Improve ISM performance
    - Hazard ID, Select and implement Controls, Perform Work Safely and Feedback and Improvement
    - Can act as the work authorization gate for approving work.
  - Improve CAS/LOCAS
    - Enable Sites to consistently track and manage both lagging and leading indicators for assurance of contractor ISM programs.
  - Standardize EH&S tracking and reporting systems.
  - Enable Sites to fully comply with EH&S regulatory requirements

## **Corporate Reporting Metrics**



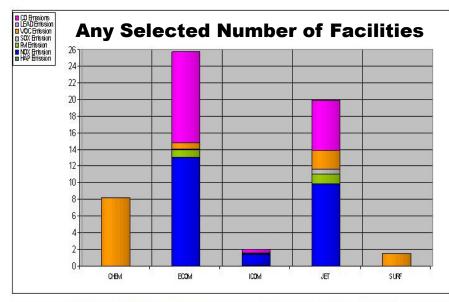


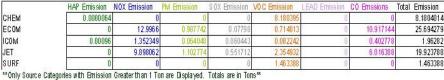
Data – Information – Knowledge Redefine the Way We Do Business

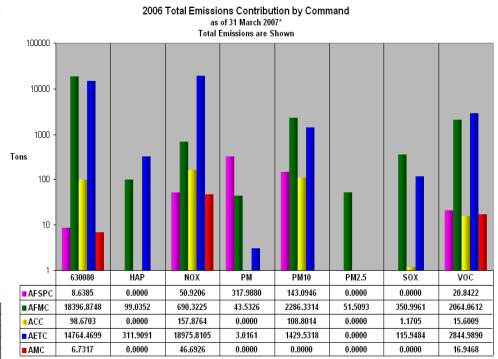
## **Enterprise Visibility and Value**



- Benefits to Air Force and Major Commands
  - Multi-facility Cumulative Totals for Local/Regional/National Regulatory Negotiation







\*Total emissions do not necessarily reflect "Actual" emissions reported for the time period, due to variations in the types of calculations performed at each facility.

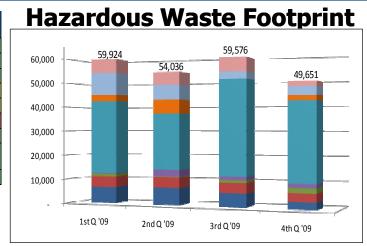
# Corporate Dashboards – Visibility into Savings that could never be realized



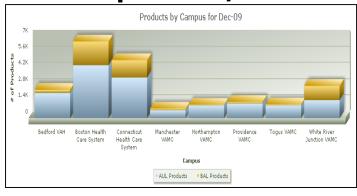
Bedford	BHS	CHS	Manchester	Northampton	Providence	Togus	White River Junction

#### **Hazardous Materials** 600000 518,218 465.284 500000 425,693 409,003 374,596 400000 343.102 300000 200000 100000 Jul-09 Aug-09 Sep-09 Oct-09 Nov-09 Dec-09

HazMat %		HazWaste				
Change	Campus	% Change				
-24%	Togus VAMC	-55%				
3%	White River Junction	-38%				
-9%	Bedford VAH		-18%			
-20%	Boston Health Care	4%				
-62%	Manchester VAMC					
0%	Northampton VA	88%				
-23%	Providence VAN	-15%				
	Connecticut Health					
6%	System	-51%				
-9%	VISN		-11%			
■ Connecticut Health Care System ■ Providence VAMC						
■ Northamp	■ Manch	nester VAMC				
■ Boston He	rd VAMC					
■ White Rive	VAMC					



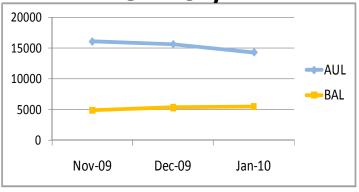
### **Hospital AUL/BAL**



### Greening

Campus	BAL / Total Products
Togus VAMC	0.07
White River Junction VAMC	0.44
Bedford VAH	0.11
Boston Health Care System	0.30
Manchester VAMC	0.17
Northampton VAMC	0.05
Providence VAMC	0.10
Connecticut Health Care	
System	0.30
VISN	0.28

### **VISN AUL/BAL**





# **HOW DO WE GET THERE??**

# Process for Institutionalizing an Enterprise EH&S Application



- Identify Key Compliance Burdens
- Identify Key Barriers
- Develop methods to overcome barriers
- Identify what you want from an enterprise EH&S application
- Create a business case quantifying the cost/benefit of meeting business objectives.
- Establish a budget and ROI
  - Money, Money, Money
- Identify the best software solutions to enable meeting the business objectives within the established budget

### Compliance Issues and Burdens



- Clean Air Act
- Chemical Tracking
- Hazardous Waste Tracking
- Employee Longitudinal Health Record
- Injury and Illness Tracking
- GHG Emissions
- Energy Consumption/Green IT
- Medical Surveillance and Records (EEOICPA)
- Integrated Safety Management (ISM) DOE

### Regulatory Implications of ISM



- 10 CFR 851, Presidential Directive 5 NNSA is required to have in place a Longitudinal Exposure Record for each of its employees from the date the person entered the government service for 75 years from their departure from the department
- 10 CFR 851.21 requires documented Hazard Identification and Assessment Processes
- 10 CFR 851.22 requires documented Hazard Prevention and Abatement Processes
- 10 CFR 851 compliant Industrial Hygiene Programs must document results of baseline and periodic surveys to identify and evaluate potential worker health risks
- 10 CFR 851 requires electronic medical records
- EO 13514 Federal Leadership in Environmental, Energy, and Economic Performance
- Sites are reporting Non-compliance with 10 CFR 851 Hazard Analysis

### Legally Required Cost Drivers

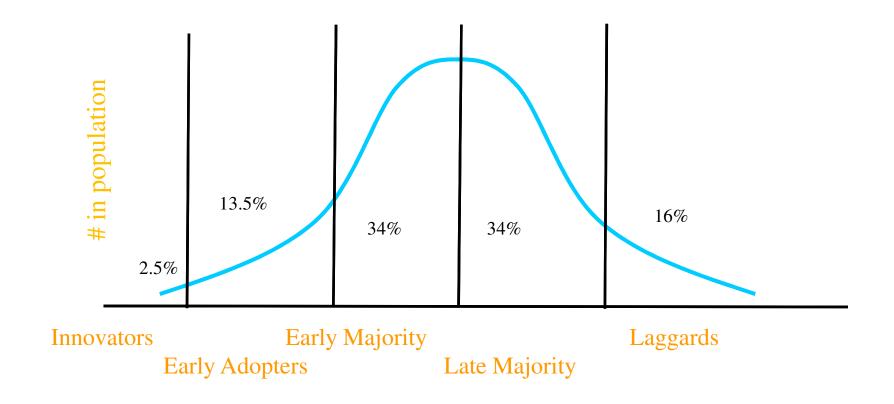
### Barriers to EH&S Integration



- Requirements to the institutionalization of Enterprise EH&S System
  - Management/Functional Support Commitment
  - Policy Guidance
  - Financial Incentive
  - Taxonomy between functional areas (Common Language)
  - Data Stewardship (Provide the Data)
  - Business Practice/Work Control (Common as possible)
  - Sustainable Measureable Improvement
- Barriers Hindering EH&S Integration
  - Empires/Funding
  - Trust/Respect
  - Crisis Management
  - Integration with other applications

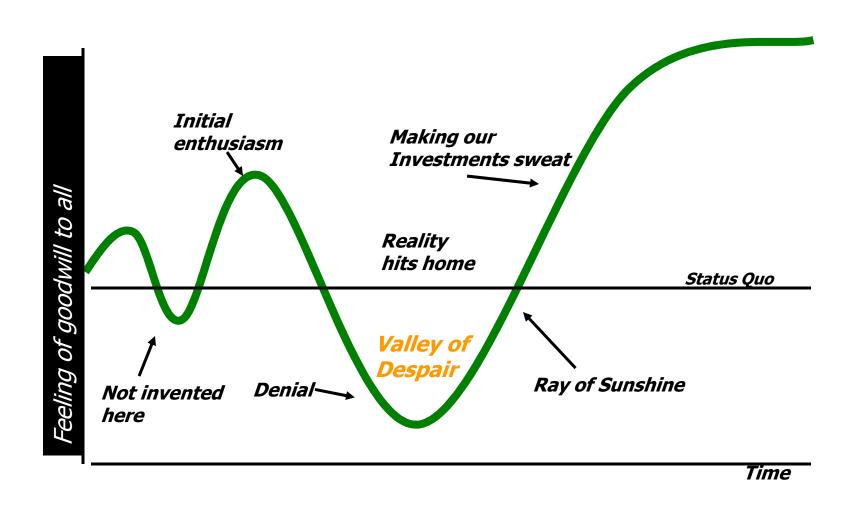






### Who is on Board?







# HOW DO WE MAKE CHANGE HAPPEN??

# Business Transformation Supporting EH&S Integration







Complex Transformation Founding Principles

- Agree On a Common Data Point
- Build On the Common Framework
- Share Data, Information, Knowledge
- Use Stewarded Data Sets

# Transformation Applied to EH&S

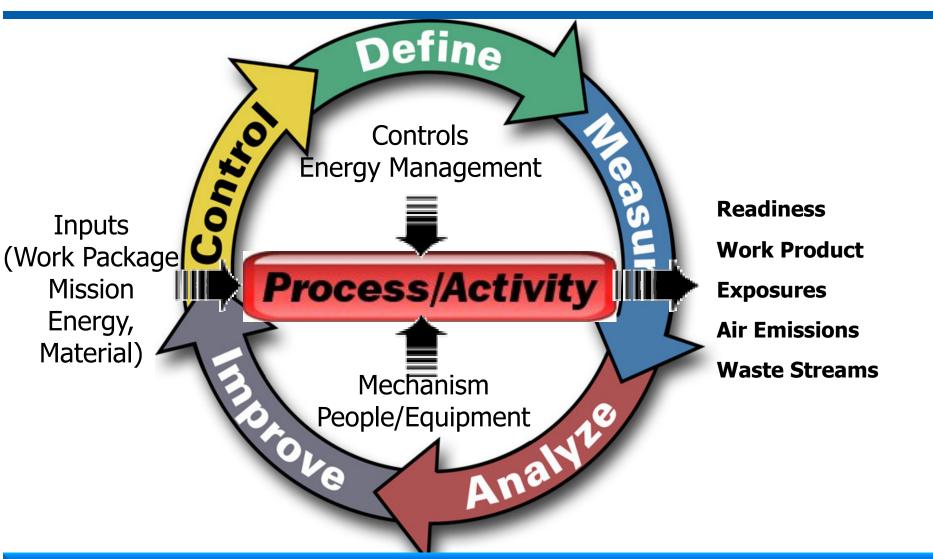
- •Work Unit "Process" Lowest Common Denominator
- •Driver to Define Process?
- "Chemical Authorization"
- •Transform From "Material" to Process Centricity (EMS)
- Involve All ESOH Functions
- •In "Process Authorization"
  Assign Stewardship to
  "ESOH Data Sets"
  MSDS, Chemical Hazards,
  Transportation, Job Classing,
  Exposure Limits, Storage

Limits, Controls.....

Provide Data to the User vs. Making the User Enter Deliver Value to the Empowered User

### Using the Process Management Approach

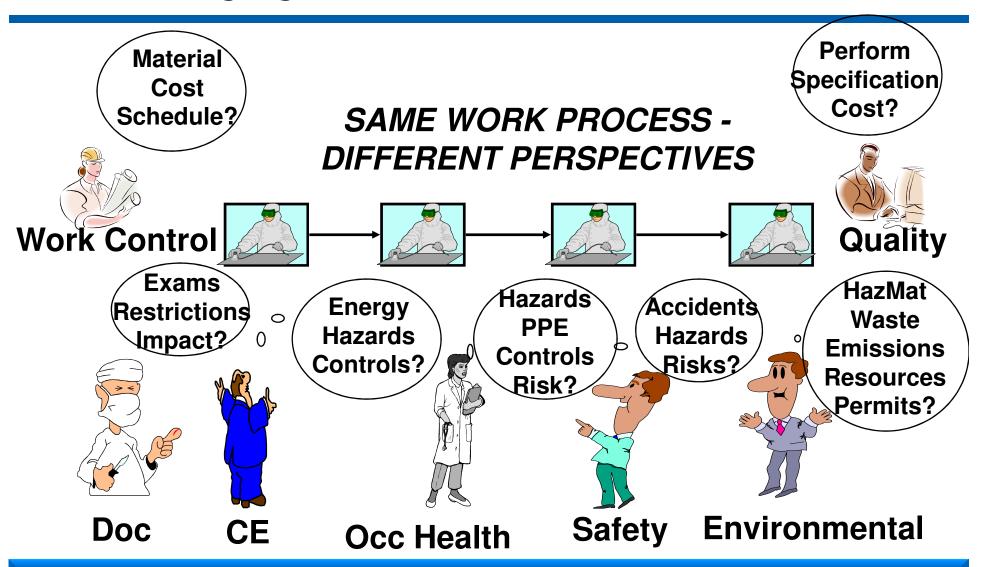




Its All About the Business / Mission Redefine the Way We Do Business

# Taxonomy Between Functions Common Language

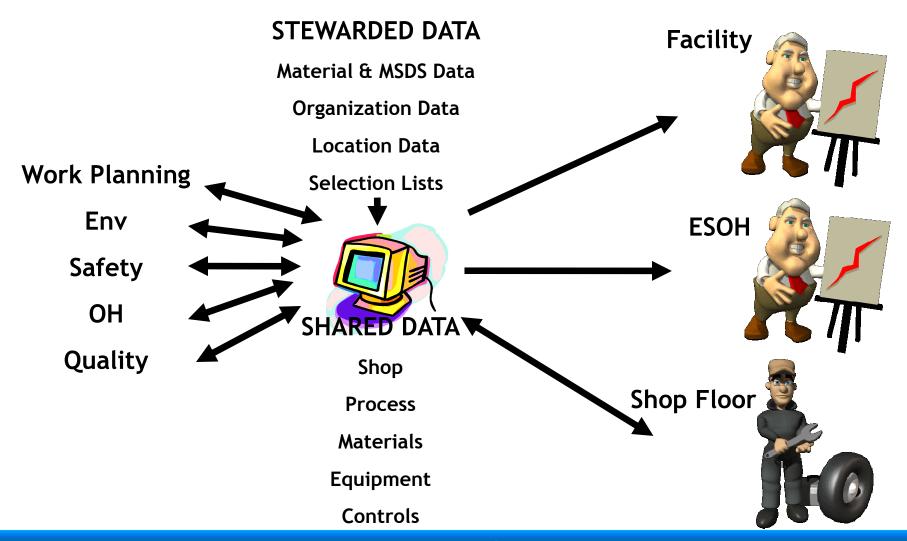




The Work is the Same Why Can't it Be Called the Same

# Stewarding Common Data Once for Use By All

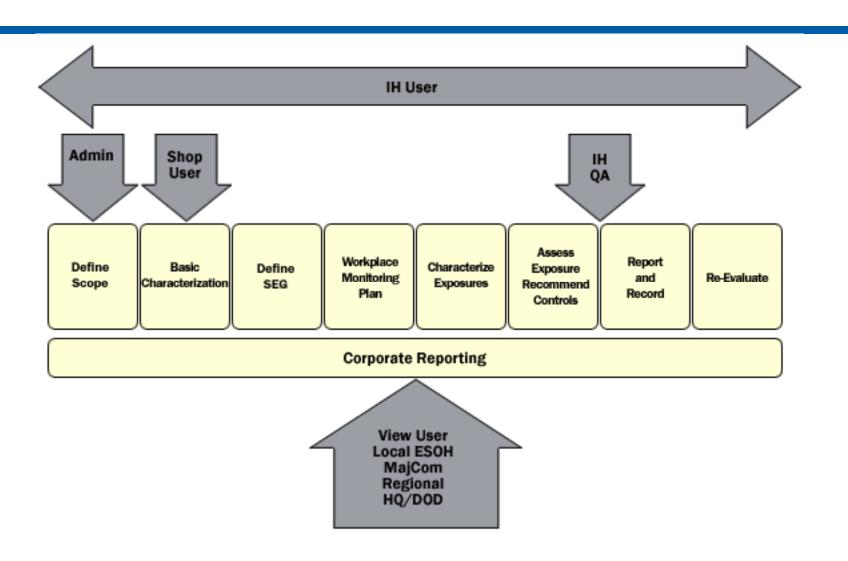




The More Data Stewarding
The Lower the LifeCycle Cost and the Higher the Quality

### **Common Business Processes**

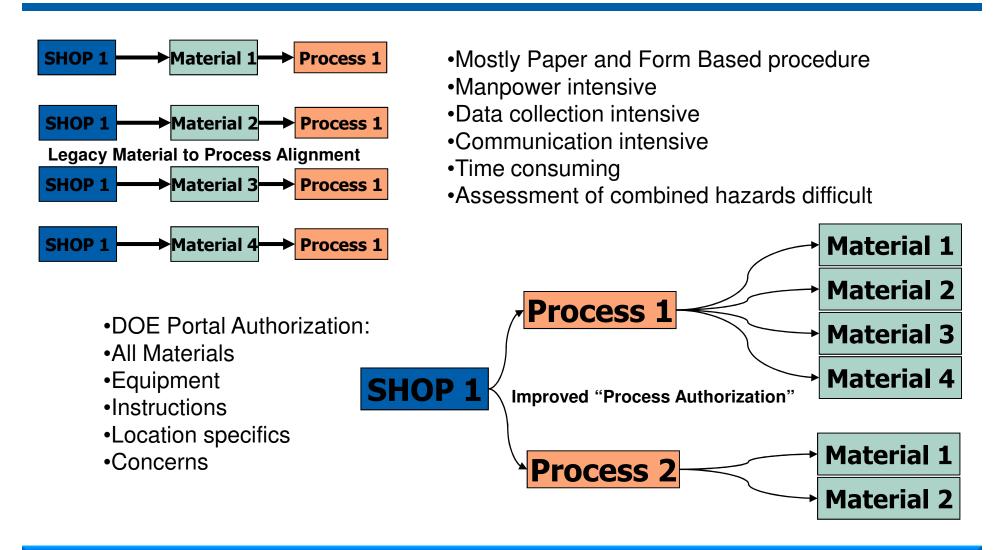




AIHA Exposure Assessment Model Endorsed By Every Federal Component

### **Authorize Material to Process**

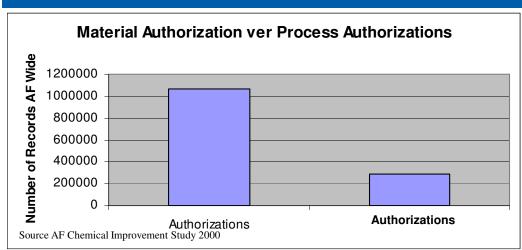




Reduce the Number of Approvals, Increase Hazard Awareness

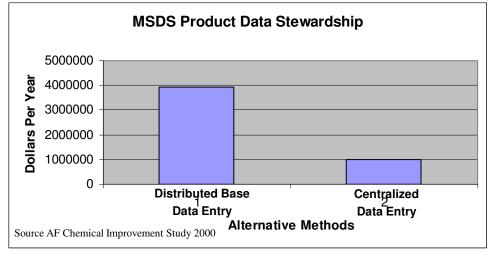
### **Evaluate Alternative Management Methods**





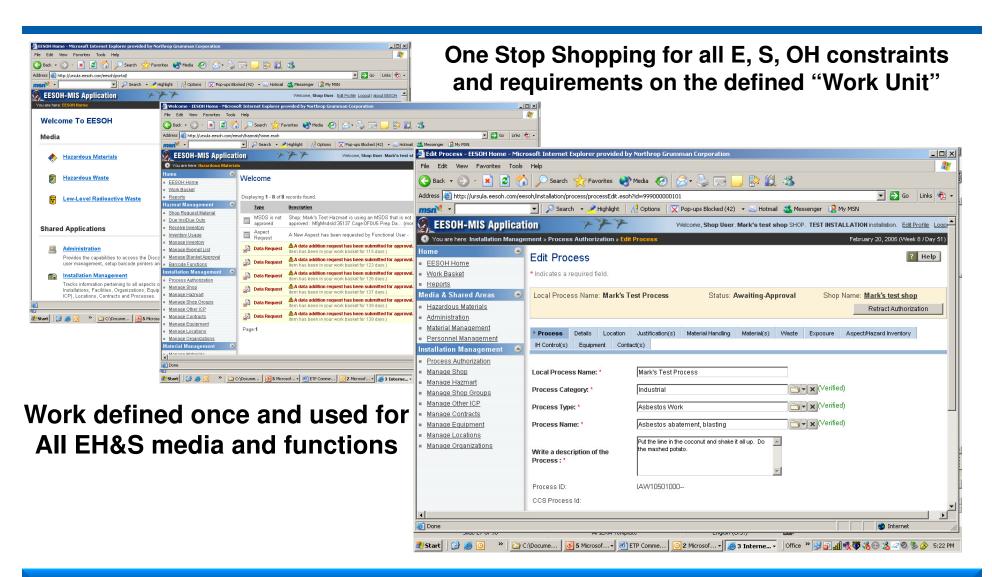
- ■Identify High Volume Process
  - **■**Cycle Time
  - Processing Time
  - ■Wait Time
  - ■Impact to Mission
  - **■CTQ** and VOC

- ■Investigate Process
  - **■**Different Approaches
  - ■Why Do We Do This
  - ■Would It Be Better if...
  - ■How Can We Save Time
  - ■How Can We Improve...



### Single Face to the Shop Floor

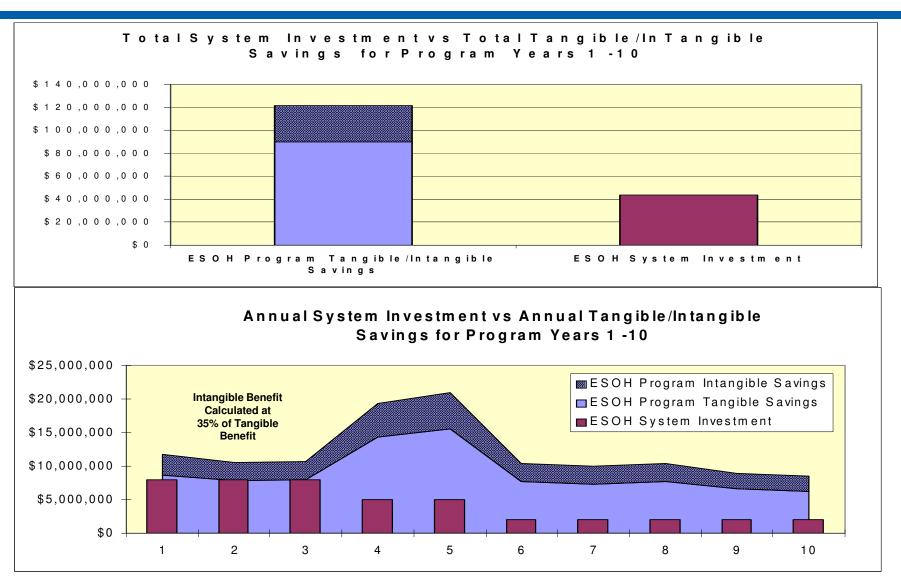




Work Flow to Eliminate Communication Errors
Most Errors Occur With Manual Processes

# Business Case for EH&S Information System Composite View of Factors Over Life Cycle

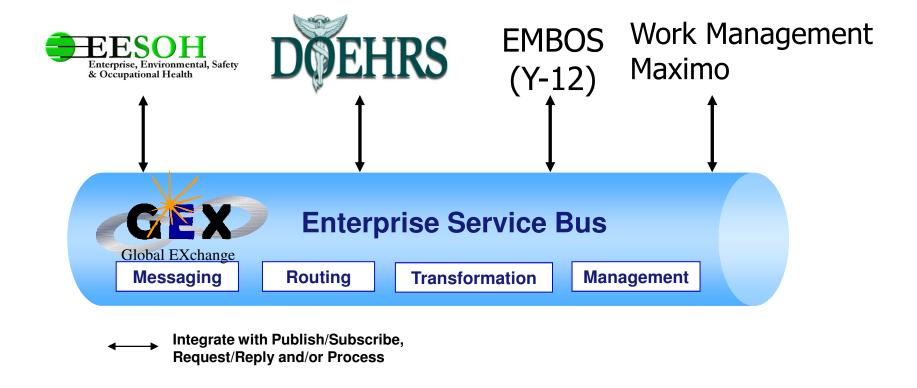




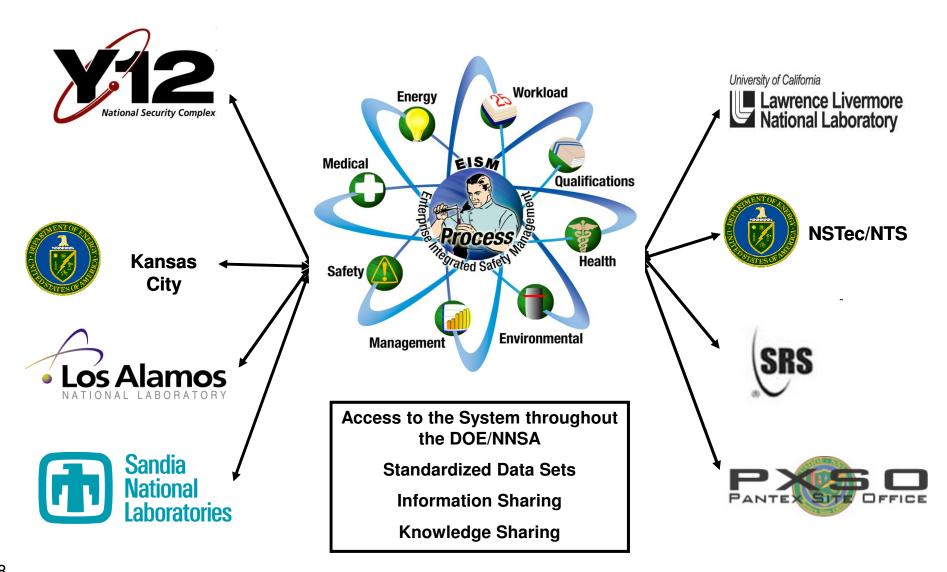
EESOH Returns From the Start and Continues To Deliver Value

### Using Technology to Integrate the Enterprise





# To Be: NNSA/DOE EISMS Complex Transformation GRUMMAN



<u>Home</u>

LLNL

Los Alamos

**NSTec** 

Sandia

Y-12

<u>Pantex</u>

#### NNSA - Integrated Management System







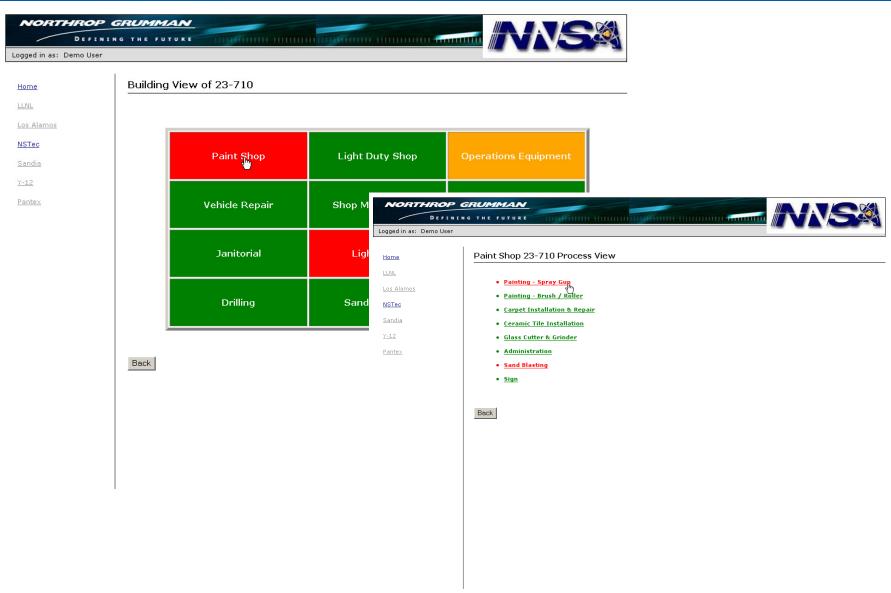






### **Process Based Collaboration**





### **Process Based Collaboration**





Logged in as: Demo User



#### Home

LLNL

Los Alamos

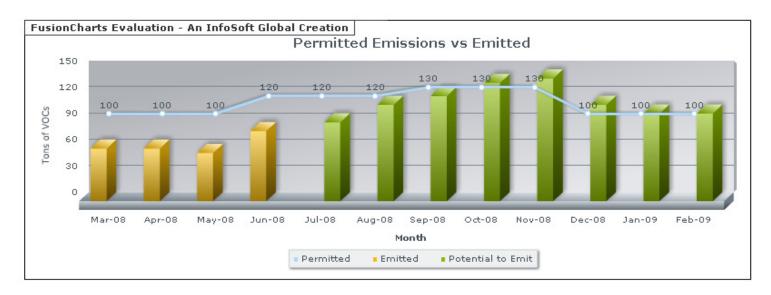
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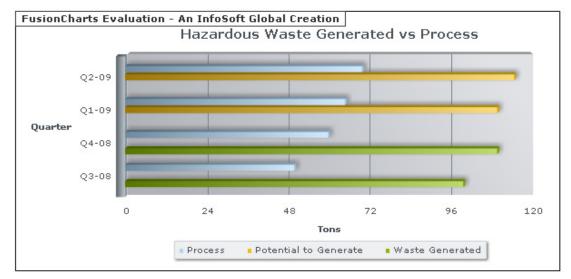
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Pantex.

#### **Environmental Dashboard**





Logged in as: Demo User



#### <u>Home</u>

LLNL

Los Alamos

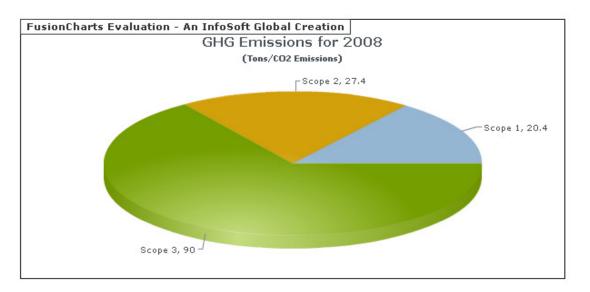
**NSTec** 

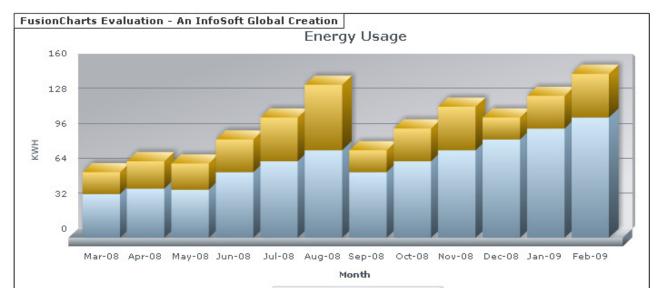
Sandia

Y-12

<u>Pantex</u>

#### **Energy Dashboard**





### The Road to EISM (Completed)



### NTS DOEHRS Pilot

- Validate use of DOD application in DOE site
- DOEHRS in production at NTS since 2008
- IH application memorialized in DOE IH manual

### Create EISM Business Case

- Used DOD and Hill AFB site data to evaluate effects of integrated ESOH
- Developed Return of Investment model and validated
- Developed cost estimates for EISM

### Validated EISM Business Case at DOD (Hill AFB)

- Reviewed metrics with Air Force and validated Business Case
- Determined variances to DOE implementation
- Determined measurement metrics for DOE implementation

### Conducted DOE IH Work Shop for EISM (NTS)

- Explained NNSA direction with EISM
- Validated need and high level requirements for EISM
- Began EISM Program documentation

### Road to EISM (Completed)



- Validation of DOEHRS as EISM-EA module
  - Defined DOE required changes to DOEHRS via SRS business process review
  - Reviewed required changes with NTS to verify applicability
  - Submitted changes to DOEHRS program
  - Awaiting DOD formal release of DOEHRS to DOE for modification
- Generation of Critical Decision Package and Enterprise Requirement
  - Worked with NNSA CIO to understand Enterprise Architecture
  - Validated management desire for Enterprise Applications and scope
  - Verified scope as all ISM data that survives M&O contracts
  - Created and submitted CD-0 and CD-1 packages
- Generated Briefings for EFCOG and Management Review
  - Gained acceptance of concept from EFCOG groups and committees
  - NNSA determined to be lead for EISM program

### Road to EISM, In process



- Implementation of EISM-EA
  - Site installations of EISM-EA at NTS and SRS
  - Validate ability for NNSA and EM to use common application
  - Verify Common Structure for Exposure Records and interoperability
  - Awaiting DOD formal release of DOEHRS to DOE for modification
- Business Process Improvement Pilot (IH and OM)
  - Establish common applications in IH and OM at three sites
  - Requested NTS/SRS/Y-12 participation
  - Identify any Data Gaps and Business Process concerns
  - Verify IH and OM data sets and business process can interoperate
- Business Process Improvement Pilot (Stewarded Data)
  - Gained acceptance of concept from EFCOG groups and committees
  - Requested NTS/SRS/Pantex/Y-12 participation
  - Validate that Chemical Hazard and MSDS data can be reused across sites
  - Verify concept of centralized stewarded data provisioning is possible.

### Road to EISM, Future



- Interoperability with Contractor Assurance Systems (CAS)
  - Submitted ISM goals to 5 year strategic plan process
  - Integrating CAS work group and guidance with ISM goals
  - Validating interoperability of "Management Systems"

#### Common Work Taxonomy

- Commonize the definition of work across sites
- Verify that process centric (work driven) hazard assessment is viable
- Requesting site participation with scope definition

#### Environmental Sampling

- Establish common sampling and tracking application at multiple sites
- Validate that sampling performed at sites can be supported by common business process and stewarded data sets
- Requesting site participation with scope definition

#### Establish EISM Governance Board and CCB

- Establish governance board and CCB for EISM applications
- Define Governance Change Control structure and scope
- Current conceptais to use the EFGOG committees and structure



### **BUILD THE BUSINESS CASE**

## Business Case for EH&S Info. System Establishing the Baseline Model



- Used environmental, safety and occupational health factors for Hill Air Force Base, an Air Logics Center in the Air Force Materiel Command (AFMC)
  - Hill AFB is a 25,000 employee Air Logistics Center
    - 4 Major Laboratories
    - 4 Major Maintenance Production Facilities
    - 2 Ranges with Active Operations
- Occupational Medicine pillar is for the Hill's Medical Operations
  - 100 Bed Hospital
  - 2 Occupational Medical Clinics
- Budget numbers are from the FY2000 baseline

Environmental Pillar		SOH Pillar		OM Pillar	
Inventory	\$4,000,000	Monitoring Samples	\$3,000,000	Cost of Medical Services performed	\$40,000,000
Waste	\$6,000,000	Hours Closing Actions	\$4,000,000	Hours away from Work	\$7,000,000
Data Collection	\$2,000,000	Hours Performing Analysis	\$7,000,000	Return to Work Hours	\$8,000,000
Reporting	\$2,000,000	Hours Away from Work	\$4,000,000	Reduction in Workers Compensation	\$70,000,000
Permit Acquisition and Taxes	\$7,000,000	Employees on Medical Surveillance	\$20,000,000	Long Term Disability Compensation	\$90,000,000
Environmental Prog. Budget	\$21,000,000	SOH Program Budget	\$38,000,000	OM Program Budget	\$215,000,000

ESOH Is a Means to Complex Transformation
Eliminate Redundancy, Establish Centers of Excellence

## Business Case for EH&S Information System Composite View of Reductions by Factor by Yr.



Pillars	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6-10
Environmental						
Inventory	10%	15%	5%	1%	0%	0%
Waste	10%	15%	5%	1%	0%	0%
Data Collection	10%	10%	2%	1%	0%	0%
Reporting	10%	10%	2%	1%	0%	0%
Permit Acquisition and Taxes	0%	0%	2%	0%	15%	5%
Safety and Occupational Health						
Monitoring Sampling	10%	20%	10%	5%	0%	0%
Hours Closing Actions	10%	20%	5%	5%	2%	0%
Hours Performing Analysis	10%	15%	5%	5%	0%	0%
Hours Away from Work	10%	10%	20%	5%	0%	0%
Employees on Medical Surveillance	0%	0%	2%	5%	5%	5%
Occupational Medicine						
Cost of Medical Services Performed	10%	5%	2%	0%	0%	0%
Hours Away from Work	10%	10%	10%	10%	2%	0%
Return to Work Hours	10%	15%	15%	5%	5%	0%
Reduction in Workers Compensation	0%	0%	5%	10%	15%	5%
Long Term Disability Compensation	0%	0%	0%	5%	5%	5%

- Reductions for Each Pillar Effect Reductions in the Others
  - Process Approval Reduction Not Factored (Not Current Practice)
  - Stewarded Data Not Factored (Not Current Practice)
  - Adding These Two Factors Increases Payback Significantly

### Business Case for EH&S Info. System Environmental and Logistics Pillar

- Tangible Savings are measured with the following metrics:
  - Total hazmat Inventory purchased in previous year versus hazmat purchased in current year with monthly rolling totals.
    - Defines the amount of inventory costs saved through better shelf life management and material reuse.
  - Total hazardous waste generated in previous years versus generated in current year with monthly rolling totals.
    - Defines the effect of better hazardous inventory utilization on the generation of hazardous waste.
  - Manpower hours required to produce mandated reports from previous year data versus current year by reports, SARA, RCRA, CERCLA, EPCRA and TSCA.
    - Defines the effect of preserving compliance data online to eliminate the costs associated with gathering data in batch mode to support reporting deadlines.
  - Cycle time of material authorizations from point of need to authorization versus previous authorization method.
    - Defines the efficiency of the system to expedite material requests while decreasing the amount of unauthorized materials.

### Business Case for EH&S Info. System Environmental and Logistics Pillar



- Intangible Benefits are measured with the following metrics:
  - Number of unknown material found in inventory reconciliation by month is an indicator of the effectiveness of hazmat controls and represents risk of being fined for inaccurate reporting.
  - Reduction in lost time injury and accidents indicates the effectiveness of process based authorizations conveying the hazards and controls necessary for safe operations.
  - Ability to produce required reports online indicating the risk of being fined for generating inaccurate reports.
  - Ability to determine hazards associated with infrastructure indicates the risk of having a catastrophic event due to the inaccuracy of emergency response information.
  - Improved processing of emergency plan hazard assessments (EPHAs) and emergency plan reports (EPRs).
  - EEOICPA, 10CFR850, 10CFR851, DOE O: 151.1C, 440.1B, 450.1, 450.4-1, 451.1B,.....EO 13423,.....

Metrics Required to Document Value and Fund Program

## Business Case for EH&S Information Systems, Safety Occupational Health Pillar



- Tangible Savings are measured with the following metrics:
  - Number of lost time accidents from previous year to current year with monthly rolling totals
    - Indicator of systems effectiveness to communicate hazards and safe operations procedures.
  - Number of samples required in work place monitoring to determine hazards from previous year to current year with monthly rolling totals
    - Indicator of systems ability to efficiently define and abate hazards using Similar Exposure Groups (SEGs) to reduce work place sampling
  - Number of work place survey deficiencies recorded per visit
    - Indicator of effectiveness of process authorizations to communicate safe work practices, relates directly to training costs and follow up actions
  - Manpower Required to monitor operations and identify hazards in the work area.
    - Indicator to the effectiveness of flowing data from environmental (E) to safety and occupational health (SOH) and eliminate the need to recreate the same data set.
- Intangible Benefits are measured with the following metrics:
  - Reduction in stop work actions due to unknown or uncontrolled exposure hazards
  - Improved processing of occurrence reports
  - Number of work related illness complaints previous year to current year in rolling monthly totals
  - Work place monitoring requirements measures the risk of OSHA violations
  - Availability of work place hazard assessment measures the risk of litigation expense associated with exposure claims
  - Availability of exposure records to medical practitioners measures the risk of not identifying exposure cases early enough to mitigate legal action.

## Business Case for EH&S Information Systems, Occupational Medicine Pillar



- Tangible Savings are measured with the following metrics:
  - Number of medical surveillance requirements from previous year to current year with monthly rolling totals
    - Indicates the effectiveness of SOH program in reducing demand on medical surveillance
  - Cycle time of medical surveillance visits and number of exams performed per visit
    - Indicates the efficiencies of scheduling and integrated data to reduce time away from work while obtaining required medical attention.
  - Cycle time of return to work orders and/or replacement
    - Indicates the efficiency of the system to identify hazards and determine the means to reduce lost time
  - Number of persons seeking medical attention previous year to current year with monthly rolling totals
    - Indicates the efficiency of the system to reduce medical requirements and effectively reduce workers compensation claims
- Intangible Benefits are measured with the following metrics:
  - Standardized protocols for medical surveillance physicals, qualifications and certifications across the DOE/NNSA complex.
  - Standardized Protocols and the process for return to work across the DOE/NNSA complex.
  - Lays the foundation for establishing a complex-wide exposure registry.
  - Standardize case management practices for both short-term and longterm disability cases.

#### Summary of Message



- Identify Key Compliance Burdens
- Identify Key Barriers
- Develop methods to overcome barriers
- Identify what you want from an enterprise EH&S application
- Create a business case quantifying the cost/benefit of meeting business objectives
- Address the Low Hanging Fruit
- Establish a budget
  - Money, Money, Money

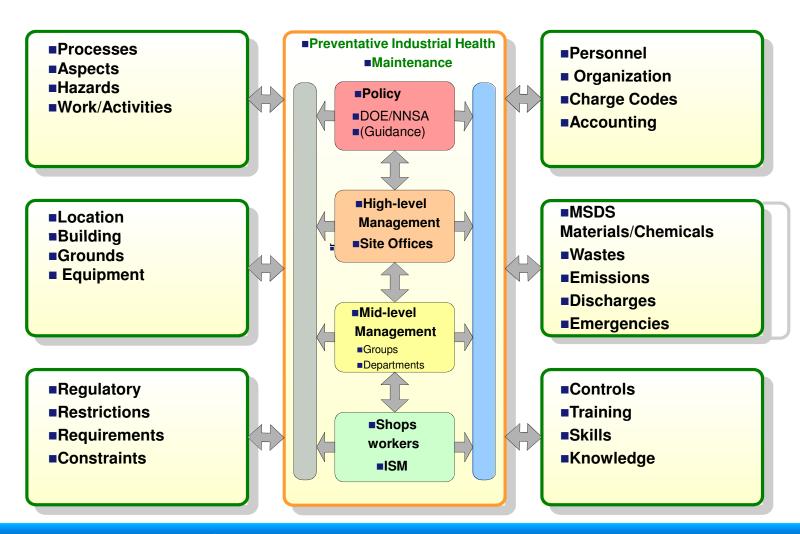
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# Extra Slides

### Data Stewardship – Who Really Owns the Data





Owning the Data Must also Mean Paying for the Data's Integrity